

GARDENIA GLEN NEIGHBORHOOD ASSOCIATION, INC.

c/o Neighborly Management

office@neighborlymgt.com

August 10, 2026

Dear Gardenia Glen Homeowner,

IMPORTANT NOTICE: Community Gate Code Change

Effective **September 9, 2026**, the standard community gate code **1969** will be deactivated and will no longer provide access to the community. This change is being made to strengthen the security of our gated community and to give the Association better control over who has access to our neighborhood.

What this means for you

If you already have a personal access code, no action is required. Your personal access code will continue to work after September 9, 2026, exactly as it does today.

If you do not have a personal access code, you will need to request one before September 9, 2026, to avoid any interruption in your gate access. To be assigned a personal access code, please complete the Gate Code Request Form and return it to Neighborly Management.

How to obtain the Gate Code Request Form

The Gate Code Request Form is available in the following ways:

- **Enclosed** with this mailing.
- **On the Homeowner Portal**, in the Shared Documents section, in the folder titled *Gate Request Form*.

To avoid losing access, we encourage all homeowners without a personal access code to submit the completed form as soon as possible and no later than **September 5, 2026** to allow time for processing in preparation for the September 9, 2026, deadline.

Please update your vendors and delivery services

Homeowners are responsible for providing a current gate access code to any vendors, contractors, or service providers who need to enter the community. Please update any vendor that has been using the **1969** code with your personal access code, so their access is not interrupted after September 9, 2026.

For delivery services such as **Amazon, UPS, FedEx, and similar carriers**, please update your account or delivery instructions to include your current gate access code so that delivery drivers can safely access the community and complete your deliveries.

Included in this mailing is a gate request form and a FAQ document that addresses basic gate function/procedures. If you have any questions or need assistance completing the form or accessing the Homeowner Portal, please contact Neighborly Management at office@neighborlymgt.com. We appreciate your cooperation as we work to keep Gardenia Glen Neighborhood Association safe and secure.

Sincerely,

Neighborly Management

Managing Agent for Gardenia Glen Neighborhood Association, Inc.

office@neighborlymgt.com

Enclosures: Community Gate FAQ, Gate Code Request Form

Gardenia Glen Neighborhood Association, Inc.

Community Gate — Frequently Asked Questions

LiftMaster Access-Control Gate System

This guide answers common questions about our community's LiftMaster gate system. Our gate provides **access control only** — meaning it manages entry through gate codes and remotes. Please read the questions below before submitting a request to the Association.

1. How do I request a gate code, a change to my code or programming, or a remote?

All gate-related requests must be submitted using the **Gate Access Request Form**, available on the **homeowner portal**. This includes requests for a new gate code, changes to existing codes or programming, and requests to purchase remotes. Requests cannot be processed without a completed form on file. This ensures every change is authorized by the correct homeowner and keeps our access records accurate.

2. Where do I find the form?

The Gate Access Request Form is located on the **homeowner portal**. Log in to your account to download, complete, and submit it. If you need help accessing the portal, contact the management office.

3. What is my personal entry code and how do I use it at the gate?

Each homeowner requests a **four (4) digit personal code**. To use it at the gate keypad, you **must enter your four numbers**.

4. What happens if I enter my code incorrectly?

If the code is attempted **three times incorrectly**, the system will block that number for **24 hours** — even if the correct code is entered afterward. Please enter your code carefully.

5. How much does a remote cost?

Remotes are **\$40.00 each**. Payment is required as part of your remote request. To order one or more remotes, submit the Gate Access Request Form through the homeowner portal.

6. Can I get a gate code instead of a remote?

Yes. Gate codes are issued through the same Gate Access Request Form on the homeowner portal. Codes and remotes are handled separately, so please indicate on the form exactly what you are requesting.

7. I need to change my existing code or programming. What do I do?

Any change to your current code or to how your access is programmed also requires the Gate Access Request Form. Submit the form on the homeowner portal describing the change you need, and the request will be processed by the Association.

8. How do guests reach me at the gate, and how does the directory work?

Once your name is programmed into the directory, guests can locate you at the gate call box. Names are listed alphabetically by last name, then first initial. If residents have different last names, both are listed as space permits. Guests press the **“A” button to scroll up** and the **“Z” button to scroll down** the directory; holding a button pages through it quickly. When your name is displayed, the guest presses the **CALL button**, which dials the phone number you provided. If the line is busy, the system emits a busy signal — the guest should press the pound (#) key to disconnect and try again.

9. How do I let a guest in — or turn them away?

When a guest calls from the gate and you are connected, **press the number 9 on your telephone to open the gate**. A confirmation tone will sound in your handset indicating the gate is opening, and the system will then disconnect. If you **do not** wish to grant entry, you **must press the pound (#) key** on your phone. Simply hanging up will not disconnect the system — you must press #. For someone who visits often, such as a babysitter or cleaning person, it is at your discretion whether to share your personal gate code with them.

10. What does “access only” mean for our gate?

Our LiftMaster system is configured for access control only. It manages who can open the gate through assigned codes, remotes, and the resident directory. Because access is tied to individual homeowners, all additions and changes are tracked through the request form, so records stay current and secure.

11. Who is eligible to request codes and remotes?

Access is provided to homeowners of record and their authorized household members, consistent with the Association's governing documents. The management office may verify ownership and account standing before processing a request.

12. Do First Responders have access through the gate?

Yes. The Association provides gate access codes to **First Responders** based on their established policies, so emergency personnel can enter the community when responding to a call. Homeowners do not need to take any action to provide gate access for First Responders.

13. How do the Association's vendors get through the gate?

Vendors performing work for the Association are **assigned gate codes by management**. Homeowners do not need to provide access for Association vendors such as the landscape company, post office, and waste management services.

14. What if my remote stops working or is lost?

Submit a Gate Access Request Form on the homeowner portal to report a lost, damaged, or non-working remote and to request a replacement. Replacement remotes are subject to the same **\$40.00** charge.

15. How long does a request take to process?

Processing times can vary. Submitting a complete and accurate form on the homeowner portal helps avoid delays. If you have not received a response within a reasonable time, follow up with the management office.

16. Who do I contact with additional questions?

For questions about the gate system, the request form, or the homeowner portal, please contact the management office: **Neighborly Community Management**, email: Office@NeighborlyMgt.com or phone/text: **334-721-5735**. Staff can help you locate the form, understand the process, and answer questions about your account.

Quick reference: All gate code, programming, and remote requests require the Gate Access Request Form on the homeowner portal. Remotes are \$40.00 each.

GARDENIA GLEN NEIGHBORHOOD

**GATE REGISTRATION & REQUEST FOR
ADDITIONAL REMOTES**

Please print clearly

Date _____ Type of Request: ____ New Owner / ____ Update Gate Code / ____ Order Remote Only

Owner/Resident Name: _____

Property Address: _____

City: _____ State: _____ Zip: _____ Phone Number: _____

Email Address: _____

Optional gate remote(s) available at a charge of \$40.00 each

Total number of remotes requested: _____

Once paid the remote(s) will be sent via USPS (includes tracking)

Please send this completed form along with your **check or money order payable to:**

Gardenia Glen Neighborhood Association, Inc.

Mailing Address:
PO Box 6910
Brandon, FL 33508

For Office Use only

Directory # _____

Gate # _____

Remote # _____, _____, _____